

Helpful Tips/Information for Making Binder Payments

2018 Open Enrollment Period: November 1, 2017 – December 15, 2017

Estimated Period for Making Binder Premium Payments: November 1, 2017 – January 31, 2018

1. Binder payments made by subrecipients should be recorded in e2Va daily
2. Subrecipients may make binder payments for clients enrolled by their agency's staff or for clients enrolled by other agencies in the region. The agencies will need to agree on the roles for enrollment, binder payments, and how they will communicate with each other to assure information is received and payments made in timely manner. *Notify VDH of these arrangements prior to November 1.*
 - If the client's insurance account has a prior balance from the prior enrollment year, the subrecipient can pay the prior balance and record the payment in e2Va.
3. Subrecipients may not make premium payments on inactive clients
4. Subrecipients can not make premium payments for new ADAP applicants until the application is approved by VDH
5. For verification purposes, must provide the applicant's correct name, full address and date of birth (as it was submitted on the Marketplace application); sometimes social security and primary phone number may be needed (when calling carriers)
6. Carriers can not accept or post binder payments until an account has been created for the applicant
 - This could take 4-7 days (sometimes longer) from the date of enrollment, depending on the amount of time it takes the application to be sent by the Marketplace to the carrier
 - VDH will test making binder payments on November 8 for enrollments completed the first couple of days in November and share results with subrecipients
7. Wait times when contacting carriers by telephone, especially close to payment due dates, can be extremely long (i.e., 20 minutes & longer on hold before speaking to the carrier's representative)
8. Some carrier representatives place limits on the number of account payments that can be processed in one telephone call (1-3 per call)
9. Some carriers store credit card and bank account information in their systems for a period of time
 - Clients may be able to access and authorize future payments using the credit card or bank account information
10. If credit cards are used for binder payments, the credit card account should be checked every few days to ensure the requested payments have been charged to the card. If the subrecipient uses credit cards or bank drafting for the binder payment, please ensure that the agency staff requests only a "one-time" payment, not a recurring payment
 - a. Helps to prevent overpayments on accounts once VDH begins making the premium payments
11. Using an online portal for making binder payments may only be an option if the client was enrolled with the same carrier in the prior enrollment year. Online portals typically require a login and password for access (clients must already have created online account & willing to share that information with the agency).
12. Check payments may take longer to post to accounts
 - Could take 2 weeks or longer if the carrier is experiencing an influx of payments

*Contact Kimberly Eley (804) 864-8018 or Linda Adkins (804) 864-7413 for questions or assistance with making binder payments.